



PRESS RELEASE

Colorado Department of Law
Attorney General John W. Suthers

FOR IMMEDIATE RELEASE

March 4, 2013

CONTACT

Carolyn A. Tyler
Carolyn.Tyler@state.co.us
720-508-6553

ATTORNEY GENERAL UNVEILS TOP 2012 CONSUMER COMPLAINTS

DENVER — To mark the beginning of [National Consumer Protection Week](#), the [Consumer Protection Section](#) of the Colorado Attorney General's Office today unveiled its list of the top ten consumer complaints of 2012. During the 2012 calendar year, Colorado consumers filed 7,911 complaints with the Office of the Attorney General — an almost 10 percent increase over 2011's total of 7,297 complaints.

“Our consistent outreach, warnings about prevalent scams, and efforts to inform consumers on how to protect themselves is making a difference in our efforts to fight fraud, said Attorney General John Suthers. “Seeing an uptick in the number of complaints Coloradans file with us highlights our gains towards educating consumers about the various types of scams that exist and what do about reporting and ultimately stopping them.”

The top 10 types of complaints received last year are:

	Type of Complaint	Complaints
1	Fraudulent or Unwanted Telephone Calls	440
2	Utility Complaints (cable, telephony and satellite)	326
3	Financial Planning – Management Consultants	213
4	Internet Shopping Services	162
5	Telephone (cell phones and equipment)	158
6	Schools – Academic College & Universities	151
7	Automobile Dealers New and Used	125
8	Fraudulent or Unwanted/Spam Email	121
9	Roofing and Guttering Contractors	99
10	Health and Medical Services	97

A number of these complaints involve businesses and individuals against whom the Attorney General has already brought enforcement actions, including Westwood College, Russ Dalbey and his Dalbey Educational Institute, and At the Beach. Publicity about a case, or information sought for purposes of restitution, often result in the filing of additional complaints.

The Attorney General's Consumer Fraud Unit recently implemented a publications order page, where consumers and other agencies may request educational resources free of charge. To make a request or view downloadable resources, please visit:

https://www.coloradoattorneygeneral.gov/press/publications/publication_order_form.

Consumers may also sign up to receive the [Consumer Fraud Bulletin](#) or visit the Office of the Attorney General's [Facebook page](#) for fraud alerts and important updates. If a consumer believes they have been defrauded or victimized by a Colorado business or nonprofit, they may file a report by visiting www.coloradoattorneygeneral.gov/complaint or by calling 1-800-222-4444.

#